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FM USINT HAVANA  
TO SECSTATE WASHDC 5133

S E C R E T HAVANA 000056

SIPDIS

IRM FOR DEPUTY CIO WISECARVER  
WHA/CCA FOR RICARDO ZUNIGA  
WHA/EX FOR TOM CANAHUATE

E.O. 12958: DECL: 01/20/2020  
TAGS: [ACOA](#) [AMGT](#) [AMTC](#) [ASEC](#)  
SUBJECT: HAVANA SECURE VOICE ISSUES

REF: A. 09 SECSTATE 8179  
    1B. SECSTATE 1773  
    1C. HAVANA 14  
    1D. 13 JANUARY 2010 CLASSIFIED EMAIL  
    1E. 20 JANUARY 2010 CLASSIFIED LEE/CONN EMAIL

Classified By: MANAGEMENT OFFICER KARIN B.SULLIVAN FOR  
REASONS 1.5 (C) AND (G)

1.(S) Summary: Post is experiencing extreme difficulty establishing secure voice calls following the required rekey of STEs with the KSV-21 cards. Post has tried a variety of solutions, including a new configuration for the STE that was approved by both DS and IRM, but has still been unable to establish secure voice calls since the new KSV-21 card was installed. This has left post with no secure voice link to Washington or other Missions. As post operates in a critical technical threat environment, this situation is unacceptable and post needs assistance in resolving the situation expeditiously. End Summary.

2.(S) The main telephone switch at USINT Havana is a Mitel SX-2000. Since the installation of the KSV-21 cards, secure calls cannot be placed via IVG or by obtaining an outside line through the switch. Secure calls can be placed between STEs at post which confirms that they are properly configured. Non-secure calls can be made using the STE, but when the caller tries to go secure, the call drops off.

3.(S) With concurrence from the local CWIG, DS and IRM, direct lines for the STEs have been established, which have allowed the STEs to only intermittently go secure. The isolators were replaced by known good devices, and new fiber lines were run and tested. These lines are through the local carrier. Lines are vulnerable to interruption by a third party, and on occasion the quality of the lines appears to be degraded. In addition, PSTN (Public Switched Telephone Network) VIPers are being configured and shipped to post, although they have not arrived yet. Use of IP VIPers isn't currently an option, as FastNET has yet to be installed. A FastNET installation team has been identified and scheduled, and is preparing to submit its visa applications to the Cuban Interests Section in Washington. Although with an additional installed component, the Nortel PBX supports the VIPer, post is awaiting confirmation whether that possibility exists with the Mitel PBX that is currently installed at post.

4.(S) The Secure Voice Manager is exploring the technical capabilities of the Red Switch, including whether it is possible to connect via a tenant agency's green lines to WHA/CCA, the office where the majority of secure communication with post takes place.

5.(S) While post has received excellent support from IRM as it works to resolve this issue, post is looking for additional solutions. As post is unsure if the PSTN VIPer phones will work and it is still unclear if the FastNET team

will receive visas to travel to Cuba, additional ideas on how to resolve the secure voice connection issue would be greatly appreciated.

6.(S) Post,s points of contact on this issue are William Minsek, IMO and David Conn, IPO.  
BARCLAY